

Course Title	Fraud Prevention & Identity Verification	Duration	One day	<i>Fraud Prevention</i>
Outcomes	<p>Working as part of a large organisation means that there are many opportunities for fraud. And you'll understand that having staff that are aware of this and understand the need to prevent it, is the best way of combating fraud. Whether you're working in customer service, are an employer going through recruitment, are offering someone a service or have staff that are customer facing, you need to be confident about people's identity and that their documentation is genuine.</p> <p>Book this course to give you and your colleagues a head start in understanding, recognising and ultimately preventing fraud from within and from outside your organisation. Have the confidence to check ID documents, spot the signs of forgery and counterfeiting, and speak to the right people when you're suspicious. Can you really afford not to?</p>			
Prerequisites	None			
Session	Aim	Content		
What is Fraud?	To understand what fraud is and how it is committed	<ul style="list-style-type: none"> ◆ Common types of fraud ◆ Departments affected by fraud ◆ Signs of fraud ◆ Listening between the lines 		
Referring Fraud	To know when a referral to investigations is necessary and what information to provide	<ul style="list-style-type: none"> ◆ When to refer ◆ Standard referral forms ◆ Giving a description ◆ Ways of referring 		
Document Verification	To know the security features found in common identity documents	<ul style="list-style-type: none"> ◆ What is acceptable ID? ◆ Standard security features ◆ Watermarking ◆ Using a UV scanner ◆ How to refer suspicious documents 		
Forgery & Counterfeiting	To understand the differences between counterfeits and forgeries and what to look for	<ul style="list-style-type: none"> ◆ What is counterfeiting? ◆ What is forgery? ◆ Common ways to forge or counterfeit documents ◆ Spotting counterfeit and forged documents 		
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Cost	Price Code A			
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